



Bryce Yokomizo  
Director

March 3, 2003

TO: Each Supervisor

FROM: Bryce Yokomizo, Director

SUBJECT: STATUS REPORT OF STAGE 1 CHILD CARE CONTRACT

In response to your Board's December 1, 1998 order, this is the semi-annual Stage 1 Child Care contract evaluation report for July - December 2002 services. Statistical data has been updated to reflect the contractors' performance of services under the contract for the last six months of 2002.

**Collocation Staff:** Contractor staff collocated at our CalWORKs and GAIN Regional offices continue to provide expedited referrals and child care authorizations to all CalWORKs participants seeking Child Care Services. The monthly average number of children served in Stage 1 during the period was 18,957 compared to 19,060 during the previous six months.

**Complaints:** During this reporting period, there was an increase in the number of child care complaints received, with an average of 82 calls per month compared to 73 calls per month in the previous reporting period. The average monthly complaints continue to be less than one percent of the average monthly caseload.

**Average Number of Cases Served:** For the period July - December 2002, the average number of cases receiving Stage 1 Child Care Services was 11,383 cases per month. This is a slight decrease from the January - June 2002 average of 11,706.

**Monitoring:** The agencies continue to be monitored regularly. On-site case reviews were completed to confirm that the contractors adhere to time limits for making referrals, authorizing child care and issuing timely and correct child care provider payments. Other areas reviewed include case record documentation and meeting the language requirements mandated for staff collocated in DPSS offices and in the agencies' main offices. Overall services of the thirteen contractors were found to be within the acceptable standards.

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In the last status report to you, the Child Care Resource Center (CCRC) was cited for case management and payment processing errors above the acceptable level. Since then, CCRC has improved and lowered its error rate to within acceptable limits. DPSS continues to work with CCRC to further reduce errors.

**Staff Turnover:** Staff turnover rate during this period increased to 17 percent from the last six months rate of 14 percent. Five of the 13 agencies increased the number of staff working on Stage 1 Child Care Services, while four of the contractors decreased staff between July - December 2002.

**Areas of High Demand:** The demand for Child Care Services remains high throughout the County. Major growth areas for services, during the second half of 2002, were Boyle Heights, Gardena, Pomona, Monterey Park, Commerce, Bell, Santa Fe Springs, Carson, Compton, Downey, Harbor City, Lomita, Lynwood, Palos Verdes, Paramount, South Gate, and Torrance. The agencies servicing these areas continue to meet the demand for increased services.

**Next Report:**

The next semi-annual report will be provided in August 2003.

BY:ban

**Attachments**

c:     Executive Officer, Board of Supervisors  
       Chief Administrative Officer  
       County Counsel  
       Child Care Planning Committee  
       Auditor-Controller

### NUMBER OF CHILD CARE CASES/PAYMENTS

The following chart reflects the combined number of Stage 1 Child Care authorizations and referrals processed by the Alternative Payment Program agencies and the authorized amount of Stage 1 Child Care payments issued.

ALTERNATIVE PAYMENT PROGRAM AGENCY	CASES RECEIVING REFERRALS AND CHILD CARE ASSISTANCE JULY-DECEMBER 2002 (1)	AUTHORIZED AMOUNT OF PROVIDER PAYMENTS (2)
Center for Community and Family Services #58	1,846	\$ 2,291,799
Center for Community and Family Services #75 *	3,902	5,240,796
Child and Family Services	3,571	4,061,833
Child Care Information Services	3,197	3,357,477
Child Care Resource Center	8,459	8,762,762
Children's Home Society	9,758	9,957,440
City of Norwalk	444	295,752
Connections for Children	1,617	1,518,379
Crystal Stairs, Inc.	14,425	15,530,571
Drew Child Development Corporation	3,773	4,666,331
International Institute of Los Angeles	887	645,436
Mexican-American Opportunity Foundation	6,665	6,073,141
Options	4,809	3,846,024
Pomona Unified School District	4,943	4,505,284
<b>TOTALS:</b>	<b>68,296</b>	<b>\$70,753,025</b>

(1) Combines Agency claimed referrals plus authorizations posted to the Department's GEARS system, and the agencies monthly invoices from July through December 2002.

(2) Child care payments authorized by the agencies, as reported on the Department's GEARS system, and the agencies monthly invoices from July through December 2002.

\*Successor contractor for Equipoise

### NUMBER OF CHILDREN SERVED

The following chart reflects the average number of children by age category who have received child care services per month, during the last six months of calendar year 2002, by each of the Alternative Payment Program agencies. The total average number of children serviced during this period decreased by 2,455.

ALTERNATIVE PAYMENT PROGRAM AGENCY	CHILDREN'S AGES							
	UNDER ONE	1	2	3-4	5-10	11-12	13-18	TOTAL
Center for Community and Family Services #58	15	53	64	116	257	65	9	579
Center for Community and Family Services #75	33	103	134	215	494	138	19	1,137
Child and Family Services	25	62	100	189	395	105	16	892
Child Care Information Services	18	106	123	226	411	99	11	994
Child Care Resource Center	53	180	255	411	945	225	25	2,094
Children's Home Society	66	224	303	534	1,199	291	35	2,652
Connections for Children	9	36	52	86	174	26	5	388
Crystal Stairs, Inc.	139	396	498	805	1,775	457	49	4,119
Drew Child Development Corporation	42	128	121	199	542	134	16	1,182
International Institute of Los Angeles	5	22	26	44	101	13	3	214
Mexican-American Opportunity Foundation	51	176	209	413	948	226	20	2,043
City of Norwalk	2	15	10	23	46	8	1	105
Options	36	126	154	263	637	147	13	1,376
Pomona Unified School District	22	122	142	235	541	105	15	1,182
<b>TOTALS:</b>	516	1,749	2,191	3,759	8,465	2,039	237	18,957